

SABHRS HR User Change Request Procedures

A primary goal of the SABHRS Human Resources (HR) is to provide the users of the PeopleSoft modules with a suite of applications that promote efficient business processes and provide accurate and timely HR information. Together, we will strive to achieve this goal while utilizing the software's delivered functionality. Minimizing the modifications made to the software is integral to managing the product efficiently and cost effectively. There is recognition, however, that some modifications or enhancements are necessary to meet the diverse business requirements of the various State agencies that utilize this product. As a result, SABHRS HR employs the following procedures to ensure that a systematic approach is used for submitting and prioritizing requests for changes to the software.

Change Request Submission Procedures

Agency users of the PeopleSoft modules may identify processes that do not operate correctly or efficiently, reports that contain erroneous data, information needs that are not addressed by current reports and other problems associated with the software's functionality. Typically agency users will report these problems to their internal help desk. If the agency help desk is unable to provide a solution to the user, the problem is reported to the appropriate SABHRS Help Desk. If the help desk is unable to solve the problem or concern through the utilization of existing software functionality, the agency may submit a completed Change Request form as an e-mail attachment addressed to the Payroll Box. Indicate in the e-mail message subject area "SABHRS HR Change Request". Agency users should only take this step if they do not expect a resolution to the problem from the help desk and a change is required in the setup of SABHRS HR.

The [Change Request Form](#) requires the following information:

- a description of the problem/issue including the expected financial or workload impact on users or any Federal or State laws, regulations, administrative rules or policies violated;
- a recommended or requested solution to the problem and target completion date;
- a list of all needed fields if requesting new/revised queries/reports, and;
- requestor contact information.

User Change Request Evaluation Process

1. SABHRS HR Staff will retrieve the [Change Request Form](#) from the payroll inbox and forward to the Agency Services Supervisor for review. Change Requests will be reviewed at a minimum twice per week.
2. Upon review SABHRS HR Staff will verify that the problem or issue cannot be resolved through the utilization of existing functionality. If existing functionality or a workaround addresses the problem, either of which may involve a change in an agency's business practices, the requestor will receive a recommended solution. The requestor may accept the solution, submit additional information and request re-evaluation. The requester will receive a response within five (5) working days acknowledging receipt and recommended action for the change request.

3. If a solution is not currently available, and SABHRS HR has determined the change should be made to the system, will then approve, prioritize and forward the Change Request Form to appropriate staff to be implemented.
4. The Change Request is analyzed by HRIS Management and prioritized relative to other requests. Prioritization is based upon the effect of the problem, whether PeopleSoft has committed to address the problem in future fixes or releases and the related timing. SABHRS HR will contact the agency if further information is required.
5. Change Requests identified as critical by HRIS Management will receive immediate attention. This means the Change Request is assigned to a SABHRS Analyst to begin design work, and/or a case is filed with PeopleSoft, with a request for immediate action.
6. SABHRS HR staff will update the [Change Request spreadsheet](#) on the SABHRS HR Documentation web site and notify agencies of completion. Agencies should refer to the [Change Request spreadsheet](#) for documentation regarding status of requests.